



## REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u>	<u>Interviewer:</u> Mallory Sullivan	<b>RFA #17 – 36</b>
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u>		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> Student		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> Shuttle Service for students with temporary mobility disabilities		

To the best of your knowledge, please fill out the following:

Interviewee Status:    Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☒  
 Concern Regarding:    Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

**Category:** *(Please check at least one)*

<input type="checkbox"/> Age	<input type="checkbox"/> Color	<input type="checkbox"/> Creed	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Veteran Status
<input type="checkbox"/> Marital Status	<input type="checkbox"/> National Origin	<input type="checkbox"/> Race	<input type="checkbox"/> Religion	<input type="checkbox"/> Retaliation
<input type="checkbox"/> Sex/Gender	<input type="checkbox"/> Sexual Harassment	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Employment	<input type="checkbox"/> Genetic Information
<input type="checkbox"/> Gender Identity or Expression				

Time Line		
Date	Item	Comments
4/10/2017	[REDACTED] email to Mohammed	[REDACTED] was referred to EO from Brenda at DRS. [REDACTED] had a procedure on both of her knees and had difficulty getting around campus when she returned. She reached out to DRS and security. Request to meet with Mohammed so that other students do not have to experience this issue.
4/11/2017	Mohammed email to [REDACTED]	Invitation to meet.
4/11/2017	[REDACTED] email to Mohammed	Meeting availability.
4/12/2017	Mohammed email to [REDACTED]	Meeting availability question.
4/12/2017	[REDACTED] email to Mohammed	Meeting availability question.
4/12/2017	Mohammed email to [REDACTED]	Meeting 4/19

4/13/2017	██████ email to Mohammed	Confirmed Meeting 4/19 at 10 AM
4/18/2017	Mohammed email to ██████	Informed ██████ she will be meeting with Mallory Sullivan
4/19/2017	Mallory and ██████ meet at EO	██████ shared that she recently had surgery on both knees and that when she returned to campus she was using a walker. During this time, ██████ had difficulty traveling between her residence hall (██████) and her classes and it took an inordinate amount of time. She recalled that her former community college a shuttle (golf cart) was used to help students with temporary mobility issues get between classes and inquired about such a service at Western with DRS and campus security. She is not on crutches and faster but she was interested in speaking further because other students may be in this circumstance in the future. DRS informed her that Western does not have such a service and if she had continued concerns she could talk with EO. Mallory informed ██████ that we do not, in fact, have such a service. At the time of the meeting Mallory was not aware if there had previously been conversations about a shuttle and, if so, what the outcome might be. Mallory informed ██████ that she would look into this issue more and follow-up with her. Mallory informed ██████ that in terms of exactly what type of service the University provided to assist students with mobility disabilities if likely would not be an ADA violation if a specific requested accommodation was not provided, but the university provided other ways to meet the student's needs.
4/21/2017	Mallory email to ██████	Follow-up from meeting with information about disability parking.
4/27/2017	██████ email to Mallory	Status check.
4/27/2017	Mallory call to ██████	Follow-up call. Mallory informed ██████ that the University is not considering a shuttle at this time. If a student needs an accommodation to get to class, they should speak with DRS for the accommodation. The University makes accommodations on an individual basis, but for a mobility disability, accommodations could include moving a class to a closer building or use of a scooter for the student. Mallory informed ██████ that this is not to say that the university would never consider a golf cart shuttle for any student in the future, but that the university could also consider other means to accommodate the student such as moving their class. Mallory informed ██████ that she appreciated her bringing this issue to our attention and she is welcome to contact EO with additional concerns regarding this matter – or any other matter – in the future.